

Tariff breakdown

MINI GUIDE

Tottenham Court

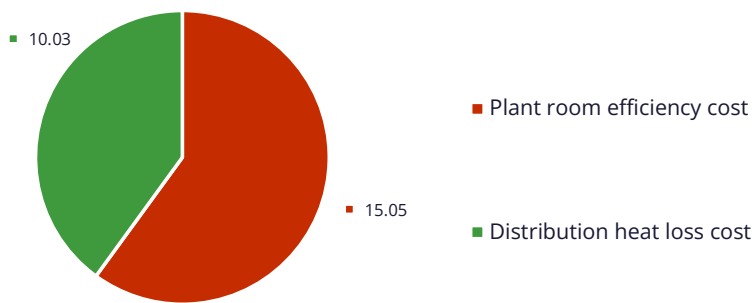
Effective from: **1st February 2023**

Insite Energy work on behalf of your heat supplier, Cambridge City Council, to provide metering and billing services to you.

Below is an explanation of your heating & hot water tariff calculations. These solely cover operational costs, and your heat supplier makes no profit from this.

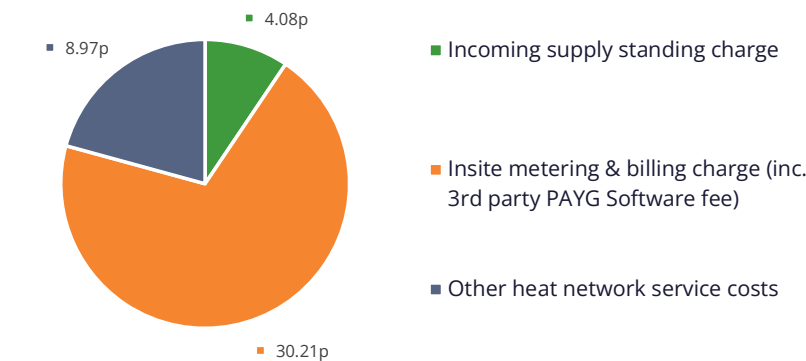
For more information on why your tariff has been reviewed, please refer to the Tariff change notification letter sent to you.

Your unit rate breakdown **25.08 p/kWh**



The average cost of operating efficiency for heat networks equates to 56% of the unit charge breakdown.

Your daily standing charge breakdown **43.26 p/day**



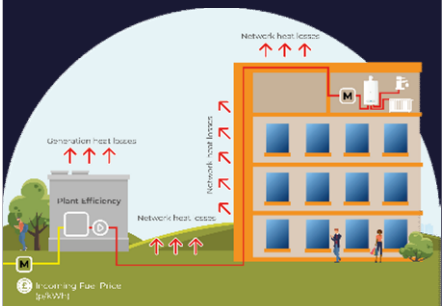
⚠ Please note, your heat supplier does not profit from the operation of your heat network

Standard components of your heat tariff

Your **unit rate** covers the cost of the energy generated in the communal plant room. It also includes any associated heat losses between the plant room and your home. Your energy consumption is measured via the heat meter installed in your home, so you only pay for what you have used. You are charged for every kilowatt-hour (kWh) consumed within your property.

Your **daily standing charge** is the fixed charge passed on by your heat supplier, which covers the cost of operating the heat network and delivering energy to your home. This is an annual fixed amount that is payable every day by all residents regardless of how much energy they use.

Depending on your heat supplier, the costs associated with running and maintaining the heat network will either be included within your building service charge or your heating & hot water daily standing charge.



Glossary

To help you understand the different elements that go into your tariff, we've put the below glossary together for you.

Unit rate glossary

Distribution heat loss cost - The cost of any heat lost through the pipework across the heat network. Heat loss during distribution is unavoidable and increase the cost of heat produced in the plant room. We calculate heat losses across the network by comparing the heat energy leaving the plant room to the heat consumed within the network's properties. If this data is unavailable, a standard efficiency calculation of 40% is used.

Plant room efficiency cost - This reflects the cost of converting electricity into heat using an Air Source Heat Pump (ASHP). Although electricity is more expensive per unit than heat, the ASHP is highly efficient and produces multiple units of heat for each unit of electricity used. Because of this high efficiency, the incoming electricity cost has been embedded within this category, rather than shown separately, to better reflect the true cost of the heat you receive.

Daily standing charge glossary

Incoming supply standing charge - The daily standing charge your heat supplier pays on the incoming fuel supply contract to cover the fixed costs of providing gas or electricity consumed in the plant room, charged regardless of how much energy you use.

Insite metering & billing charge - This covers: our metering & billing fees, 3rd party software fees for operating the PAYG or metering system installed, the cost of reading all landlord meters installed around the network allowing us to monitor system efficiency and heat losses, costs associated to the sim cards within the router allowing us to remotely collect your meter reads, and payment transaction fees charged by the payment platform for every payment.

Other heat network service costs - These may include; costs to perform tariff reviews (calculation & application), tariff communication costs, monitoring and reporting fees (a licence fee incurred to monitor and present a range of data across the network to support financial and operational management) and compliance reporting.



scan to read our blog post or visit

www.insite-energy.co.uk/blog/making-sense-your-bill-breaking-down-heat-charges